

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



January 18, 2001

President Loretta M. Lynch  
Commissioner Richard A. Bilas  
Commissioner Henry M. Duque  
Commissioner Carl W. Wood  
Commissioner Jeff Brown

Subject: ESP Complaint Report

D. 98-03-072 requires the Consumer Services Division (CSD) to develop and prepare a report to the Commission showing the number of complaints against ESPs as well as formal enforcement investigations on ESPs. The decision also requires that this information be made available to the public and be posted on the Commission's web site. The report, issued initially every three months, is now issued semiannually in accordance with D. 98-03-072 directives.

Attached is the eighth ESP complaint report due January 18, 2001, which covers the reporting period of June 2000 through November, 2000. The report indicates formal complaints filed against ESPs with the Commission's Docket office as well as formal investigations instituted by the Commission's Consumer Services Division. The registered ESPs appearing on the report were those as of January 17, 2001. The non-registered ESPs on the report are companies that have submitted direct access service requests (DASRs) to the utility distribution companies.

Yours truly,

Richard W. Clark, Director  
Consumer Services Division

**Number of ESP Formal Complaints and Investigations Per Company  
June 2000 – November 2000**

Registered ESPs	Complaints per customer	Investigations
3 Phases Electrical Consulting	0	
Abacus Energy Services, LLC	0	
ACN Energy, Inc	0	
American Utility Network (A.U.N.)	0	
Ancor	0	
AOL Utility Corp	0	
Arizona Public Service (APS)	0	
BBOSS, LLC	0	
Clean Earth Energy, Inc	0	
Commonwealth Energy Corporation	0	Investigation (1)
Consumer Energy Services	0	
Cucamonga Electric	0	
eEnergy, Inc	0	
Energy America, LLC	0	
Enron Energy Marketing Corp	0	
Enron Energy Services, Inc	0	
Enron Power Marketing, Inc	0	
Go-Green.com (formerly Cleen'n Green)	0	
Green Mountain Energy Resources, LLC	0	
Modesto Irrigation District	0	
New West Energy	0	
Power for Less, Inc	0	
PowerCom Energy & Communications Access, Inc	0	
PowerSource, Ltd	0	
Sempra Energy Sales, LLC	0	
SmartEnergy.com, Inc	0	
Southern Company Energy Marketing, LP	0	
Strategic Energy, LLC	0	
Tenderland Power Company, Inc	0	
The New power Company	0	
United Energy Management, Inc	0	
UtiliSource	0	
Utility.com	0	
<b>Non-registered ESPs</b>		
Association of Bay Area Governments (ABAG)	0	
DES	0	
IDACORP Energy Solutions	0	
Idaho Power Company	0	
New Energy California, LLC	0	
PG&E Energy Services Ventures, LLC	0	
Palm Springs Energy Service, City of	0	
Preferred Energy Services	0	

**Footnote:** To accurately reflect ESP complaint activity, below is the **informal complaint** activity for the period of June 2000 through November 2000:

Money impounded for ESP informal complaints	\$ 11,784
Number of ESP informal complaints	704

- (1) Hearing in November; further CSD action pending Appellate Court petition by Commonwealth  
(2) Hearing in October; Respondent arrested by INS; CSD attempting victims recovery of deposits